BLACKBIRD FOR TRAINING

ISO 9001 Internal Auditor

26 – 30 September 2027
Amman (Jordan)

UK Traininig
PARTNER



ISO 9001 Internal Auditor

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Introduction

Quality Management Systems QMS are essential for organizations seeking to improve operational performance, enhance customer satisfaction, and achieve continual improvement. Internal auditing is a critical element of ISO 9001:2015, providing organizations with a systematic approach to evaluate the effectiveness of their Quality Management System and ensure compliance with international standards.

This comprehensive training course provides participants with the knowledge and practical skills required to plan, conduct, report, and follow up on internal audits of Quality Management Systems based on ISO 9001:2015 and the auditing guidelines of ISO 19011. Participants will learn how to assess conformity, identify nonconformities, evaluate process effectiveness, and support organizational quality objectives.

Through practical workshops, case studies, and audit simulations, participants will develop the competence necessary to perform effective internal audits and contribute to continual improvement and organizational excellence.

Course Objectives

By the end of this course, participants will be able to:

- Understand the principles and requirements of ISO 9001:2015.
- Interpret the clauses of a Quality Management System.
- Apply auditing principles in accordance with ISO 19011.
- Plan and manage internal audit programs.
- Conduct effective Quality Management System audits.
- Evaluate process performance and effectiveness.
- Gather and assess objective audit evidence.
- Identify conformity and nonconformity against ISO 9001 requirements.
- Prepare professional audit reports and corrective action plans.
- Support continual improvement initiatives.
- Verify compliance with quality policies and procedures.
- Contribute to organizational certification readiness.



Course Outline

Day 1: Introduction to ISO 9001 and Internal Auditing Principles

- Overview of Quality Management Systems and quality management principles.
- Structure and requirements of ISO 9001:2015.
- Process approach and risk-based thinking.
- Customer focus and organizational context.
- Leadership and quality policy requirements.
- Introduction to ISO 19011 auditing guidelines.
- Principles and ethics of auditing.
- Roles and responsibilities of internal auditors.
- Auditor competence and professional behavior.
- Workshop on understanding ISO 9001 requirements.

Day 2: Audit Planning and Preparation

- Establishing audit objectives, scope, and criteria.
- Developing internal audit programs and schedules.
- Reviewing Quality Management System documentation.
- Understanding organizational processes and interactions.
- Risk-based audit planning methodologies.
- Preparing audit checklists and working documents.
- Selecting audit samples and evidence sources.
- Organizing audit teams and resources.
- Communication with auditees and management.
- Practical exercise on audit planning and preparation.

Day 3: Conducting the Internal Audit

- Conducting effective audit interviews.
- Observation techniques and process auditing.
- Reviewing records, procedures, and documented information.
- Collecting objective audit evidence.
- Evaluating process performance and effectiveness.
- Assessing compliance with ISO 9001 requirements.
- Verifying quality objectives and performance indicators.
- Identifying audit findings and observations.
- Recording audit evidence and conclusions.
- Case study on conducting a QMS internal audit.



Day 4: Reporting Audit Findings and Corrective Actions

- Classifying audit findings and nonconformities.
- Major and minor nonconformities.
- Root cause analysis methodologies.
- Corrective action and continual improvement processes.
- Preparing professional audit reports.
- Conducting closing meetings.
- Presenting audit results to management.
- Monitoring corrective action implementation.
- Verifying effectiveness of corrective actions.
- Workshop on audit reporting and follow-up activities.

Day 5: Continual Improvement and Certification Readiness

- Using audit results to drive continual improvement.
- Management review and performance evaluation.
- Measuring Quality Management System effectiveness.
- Customer satisfaction monitoring and analysis.
- Preparing for external audits and certification assessments.
- Understanding certification audit stages.
- Best practices in Quality Management System auditing.
- Integrating audits with other management systems.
- Building a culture of quality and operational excellence.
- Comprehensive audit simulation and final assessment.

Why Attend this Course

- Gain practical skills to perform ISO 9001 internal audits.
- Improve understanding of Quality Management System requirements.
- Strengthen auditing, interviewing, and reporting capabilities.
- Enhance process performance and organizational effectiveness.
- Support continual improvement initiatives.
- Improve organizational readiness for certification audits.
- Contribute to stronger quality governance practices.
- Develop professional competence as a QMS Internal Auditor.
- Learn through practical exercises and real-world case studies.
- Support customer satisfaction and business excellence objectives.

Conclusion

Internal auditing is a fundamental component of an effective Quality Management System. It enables organizations to evaluate compliance, improve operational performance, identify opportunities for enhancement, and strengthen customer satisfaction.



This course equips participants with the practical knowledge and auditing skills necessary to conduct internal audits in accordance with ISO 9001:2015 and ISO 19011. Through hands-on exercises and real-world applications, participants will be prepared to support continual improvement, quality excellence, and successful certification outcomes.

